Tektronix®

# PhaserLink™ Remote Internet Printing Software User Manual

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Chapter

# 1 PhaserLink Remote Internet Printing Software Overview

PhaserLink Remote Internet Printing Software allows you to print to one or more remote Tektronix Phaser color printers (such as a Phaser 360 color printer) over the Internet, directly from Windows applications. The print jobs are sent as email (electronic mail).

PhaserLink Remote Internet Printing Software provides the following key features:

- The ability to send print jobs to a group of printers
- Print services across firewalls and proxies
- Status reporting using email messages

This chapter provides an overview of how PhaserLink Remote Internet Printing Software works. Chapter 2 tells you how to install and set up the PhaserLink Remote Internet Printing client software and your printers, while Chapter 3 discusses the basics of creating groups of Internet-connected printers, using the client software. Chapter 4 explains how to send print jobs using PhaserLink Remote Internet Printing Software; Chapter 5 covers more advanced topics. Chapter 6 tells you how to find help if you need it.

## How PhaserLink Remote Internet Printing Software works

PhaserLink Remote Internet Printing Software consists of two parts:

- **Client software installed on each user's workstation or personal computer.** This software allows users to send print jobs from Windows applications to remote Tektronix printers over the Internet.

  The client software lets users set up their Internet-connected printers, and create groups and subgroups of printers for easy distribution of print jobs. The client software includes the following components:

  - **Destination Manager**, which enables you to create groups of Internet-connected printers.
  - **Print Redirector**, which routes a print job to the appropriate Internet-connected printer or group of printers.

- **PhaserLink Remote Internet Printing Server on a Phaser color printer.** Part of the printer software, this server processes print jobs from the clients.

# Supported operating systems

For this software release, PhaserLink Remote Internet Printing software is available only for Windows 95.

# Understanding PhaserLink Remote Internet Printing Software fundamental concepts

It is beyond the scope of this manual to explain in detail how to install email servers. You can refer to your operating system's documentation and your email application's documentation for further details. However, this section does supply the fundamental concepts of email communication between client PCs and remote printers, so you can properly install and configure PhaserLink Remote Internet Printing Software.

## Clients and servers

The first concept you should understand is client versus server. The following table explains this concept in both general terms and in terms of PhaserLink Remote Internet Printing Software.

### Understanding Clients and Servers

| | Client | Server |
|---|---|---|
| General | a piece of hardware or software that requests a service from another piece of hardware or software | a piece of hardware or software that provides a service for a client |
| PhaserLink Remote Internet Printing Software | a PC that sends a print job to a remote printer | ■ email servers<br>■ PhaserLink Remote Internet Printing Server on each remote printer |

### Email servers

Email servers receive email from and send email to clients. When the email moves from client to server or vice versa, the email is transferred using a particular protocol that defines how the message is handled. For PhaserLink Remote Internet Printing Software, you need to have email servers that support two email protocols:

- **SMTP protocol**: SMTP stands for Simple Mail Transfer Protocol. This protocol is used for email communication over the Internet and for email from clients to server.
- **POP3 protocol**: POP3 stands for version 3 of the Post Office Protocol. This protocol is used for email communication from server to clients.

**NOTE**

It is possible for one email server to support both the SMTP and POP3 email protocols.

In most cases, POP3 email servers have a password associated with them that enables you to control who can send email through that server. You'll need to know this password before you can configure a printer to be used with PhaserLink Remote Internet Printing Software.

If you need more information on these email protocols, or information on where to obtain SMTP and POP3 email servers for your operating system, contact your System Administrator or operating system vendor.

### PhaserLink Remote Internet Printing servers

PhaserLink Remote Internet Printing servers are part of the printer's software. You configure the server through the printer's PhaserLink web page, where you set printer options such as who is allowed to send jobs to the printer, how often the printer polls the system for jobs, and who is responsible for fixing problems with the printer.

## Email accounts

Each client PC that is a member of an email network has an email account, which is basically a name that uniquely identifies the client. This account is created using whatever email application the network uses.

For printers to be used with PhaserLink Remote Internet Printing Software, each printer client that will be sent email needs an email account on a POP3 email server. For example, the printer's email account name might be **Phaser360**. When sending email to a network client, use the form *account-name@mail-server-name*. For example, email addressed to the printer might be addressed to **Phaser360@wolf.mycompany.com**.

**NOTE**

When you create email accounts for printers that will receive email, be sure to provide the printer's gateway address (that is, the address of the router). Otherwise, the printer cannot interact with network components outside its own subnet. If you do not know the printer's gateway address, contact your System Administrator.

## Communication using TCP/IP

When setting up your printer as a PhaserLink Remote Internet Printing Software client, you need to know certain information about the printer:

- IP address
- Network mask
- Possibly a gateway address

Your System Administrator may have to set these parameters manually, or they may already be set by a TCP/IP management application using a method such as RARP (Reverse Address Resolution Protocol), DHCP (Dynamic Host Configuration Protocol), or BOOTP (Bootstrap Protocol). For more information on configuring a printer for TCP/IP communication, see your *PhaserShare Networking Setup Guide* manual.

For more information about creating email accounts, refer to your email application's documentation.

# Communication on the Internet

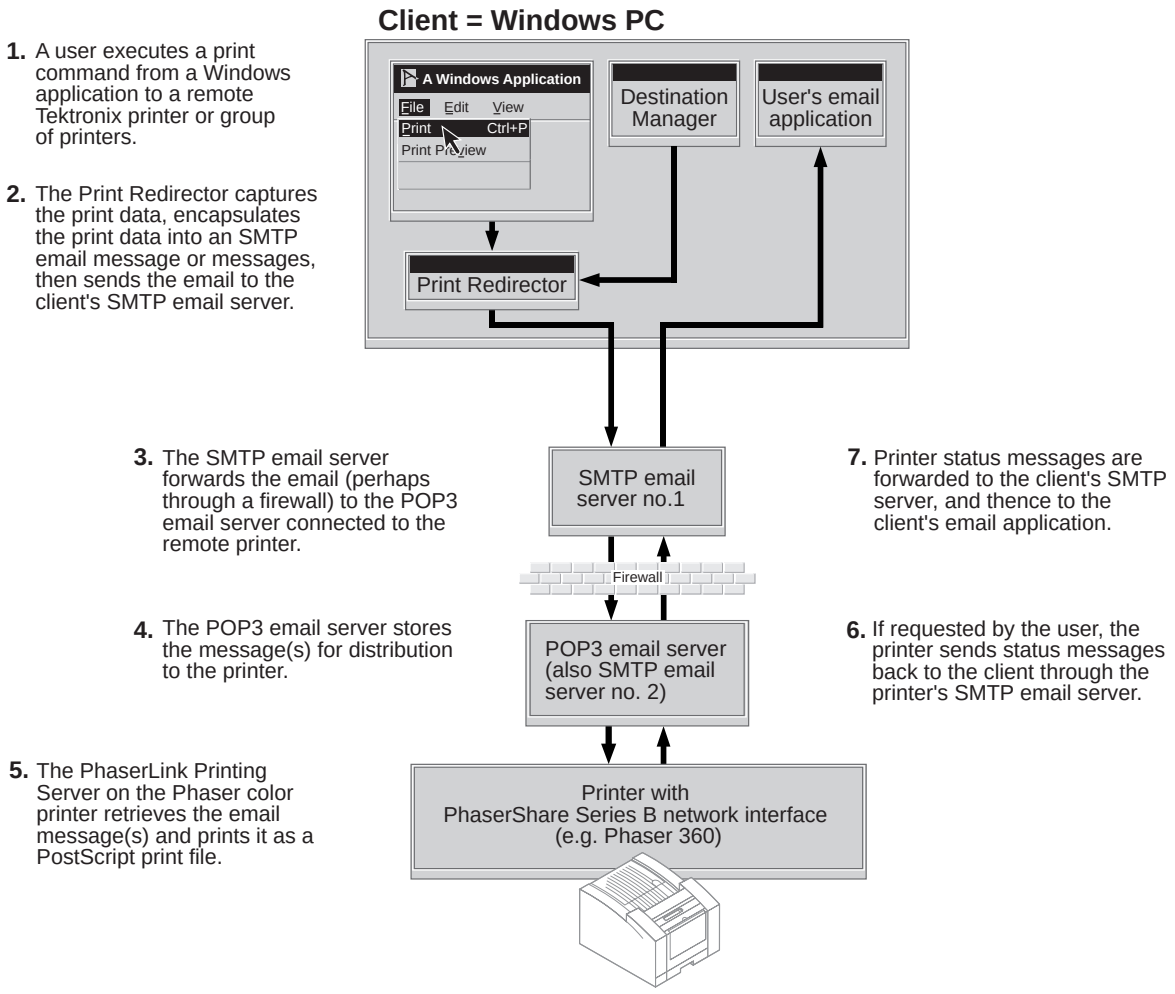
The power of PhaserLink Remote Internet Printing Software lies in its ability to send print jobs, in the form of email messages, over the Internet to remote printers. For example, an employee in one company can send a print job to a printer at another company. The reason this is possible is that the email is sent using the SMTP email protocol, which can pass through firewalls. (A firewall is a network security measure that keeps the security of the network from being compromised.)

# Understanding the PhaserLink Remote Internet Printing process

The PhaserLink Remote Internet Printing process consists of various communications between the client PC and the remote printer via email servers. The exact process depends on how your email system is configured.

## Simple, recommended configuration

The following illustration represents the simplest email system configuration used by PhaserLink Remote Internet Printing Software:


Client = Windows PC
1. A user executes a print command from a Windows application to a remote Tektronix printer or group of printers.
2. The Print Redirector captures the print data, encapsulates the print data into an SMTP email message or messages, then sends the email to the client's SMTP email server.
A Windows Application
File Edit View
Print Ctrl+P
Print Preview
Destination Manager
User's email application
Print Redirector
3. The SMTP email server forwards the email (perhaps through a firewall) to the POP3 email server connected to the remote printer.
SMTP email server no.1
Firewall
4. The POP3 email server stores the message(s) for distribution to the printer.
POP3 email server (also SMTP email server no. 2)
5. The PhaserLink Printing Server on the Phaser color printer retrieves the email message(s) and prints it as a PostScript print file.
Printer with PhaserShare Series B network interface (e.g. Phaser 360)
6. If requested by the user, the printer sends status messages back to the client through the printer's SMTP email server.
7. Printer status messages are forwarded to the client's SMTP server, and thence to the client's email application.

In the illustration, "User's email application" refers to how a PC receives email (such as Eudora, MCI Mail, or another application).

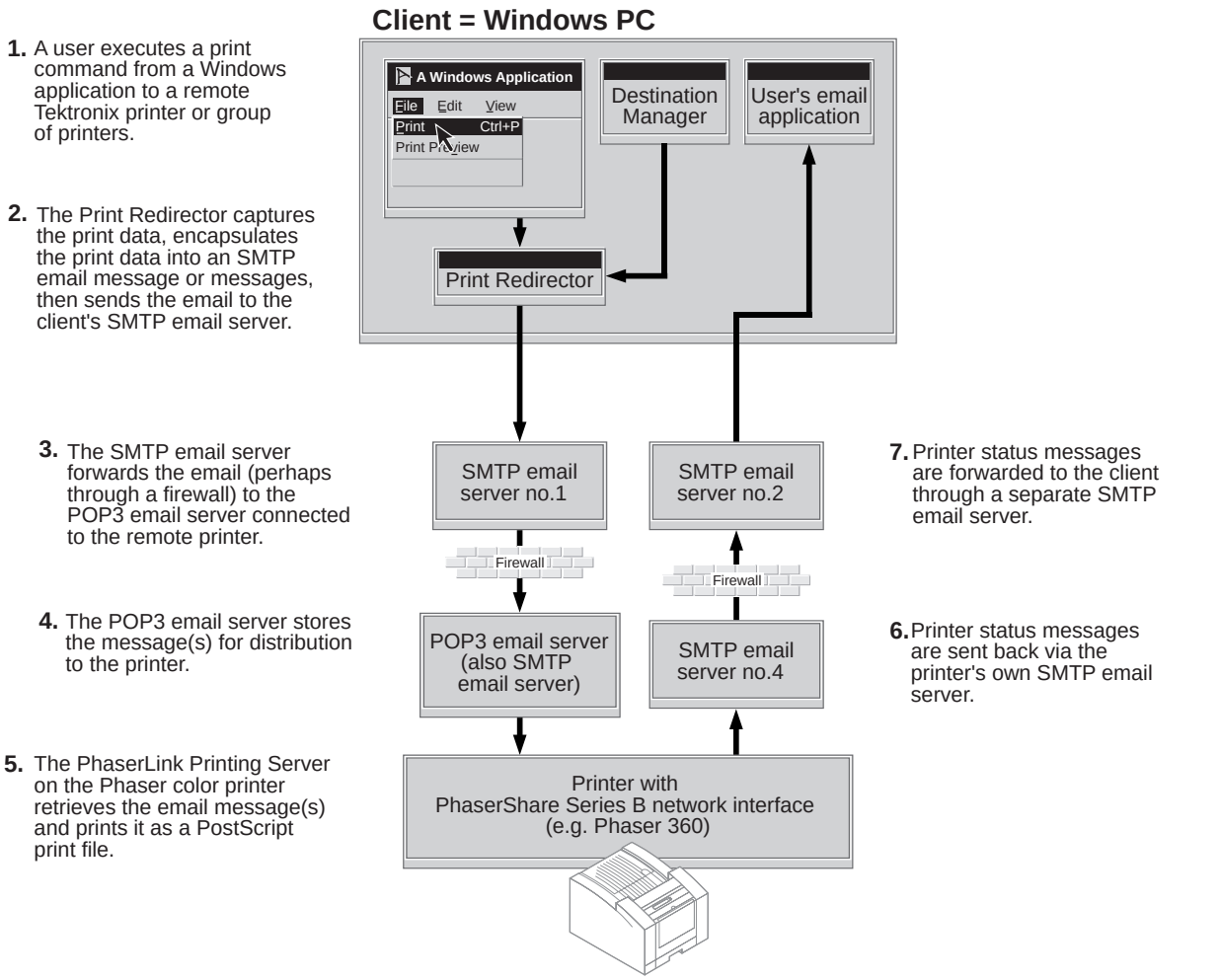
**NOTE**

While not required by PhaserLink Remote Internet Printing Software (and therefore not shown in the illustration), a POP3 email server is usually required to view the printer status messages.

In this simple configuration, the printer's POP3 email server (from which the printer *receives* email) has the same IP address as the printer's SMTP email server (to which the printer *sends* email).

## Alternative configuration

Your email system may not be as simple as the one shown in the diagram on page 4, especially if you are printing to printers at a different company. The following illustration may better represent your email system configuration. In this more complicated setup, both the printer and the client are connected to two SMTP email servers (for a total of four SMTP email servers). If your network is configured somewhat like this, you'll need to keep in mind the various IP addresses of the different SMTP servers.

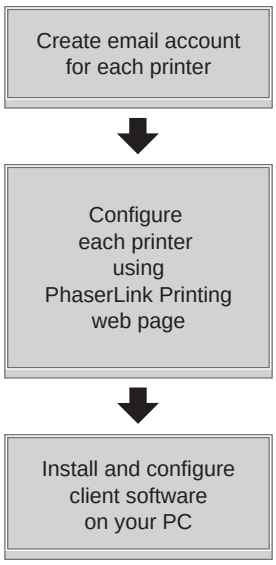

Client = Windows PC
1. A user executes a print command from a Windows application to a remote Tektronix printer or group of printers.
2. The Print Redirector captures the print data, encapsulates the print data into an SMTP email message or messages, then sends the email to the client's SMTP email server.
3. The SMTP email server forwards the email (perhaps through a firewall) to the POP3 email server connected to the remote printer.
4. The POP3 email server stores the message(s) for distribution to the printer.
5. The PhaserLink Printing Server on the Phaser color printer retrieves the email message(s) and prints it as a PostScript print file.
A Windows Application
File Edit View
Print Ctrl+P
Print Preview
Destination Manager
User's email application
Print Redirector
SMTP email server no.1
SMTP email server no.2
Firewall
Firewall
POP3 email server (also SMTP email server)
SMTP email server no.4
Printer with PhaserShare Series B network interface (e.g. Phaser 360)
7. Printer status messages are forwarded to the client through a separate SMTP email server.
6. Printer status messages are sent back via the printer's own SMTP email server.

The illustrations on page 4 and page 5 show only one client PC and one printer. Now imagine hundreds of PCs and hundreds of remote Tektronix printers — you begin to see the possible power (and complexity) of printing over the Internet. Fortunately, the PhaserLink Remote Internet Printing client software makes it easy to configure and organize the email server, printer IP addresses, and other information that PhaserLink Remote Internet Printing Software needs.

# Overview of steps you need to complete

The following illustration explains the steps you need to complete before you can use PhaserLink Remote Internet Printing Software:

1. First, you need to create an email account for each printer on a POP3 email server.
2. Next, configure each printer so that it can receive email, as described in "Configuring your printers" on page 8.
3. Finally, install the client software and use it to add printers and groups of printers to the Destination Manager, as described in Chapter 3.


Create email account for each printer
Configure each printer using PhaserLink Printing web page
Install and configure client software on your PC

**NOTE**

Configuring the printers and adding printers and groups of printers to the Destination Manager can be done in any order.

## Understanding what printers can comprise a group

When you create groups of printers, the printers in a group should use a similar printer driver. Also, each printer needs a PhaserShare Series B network interface card.

**NOTE**

For this release of PhaserLink Remote Internet Printing Software, the only printer available that meets the network interface requirement is the Phaser 360 color printer.

Chapter

# 2 Setting Up and Configuring Printers from the PhaserLink Web Page

This chapter tells you how to configure your network and printers so that PhaserLink Remote Internet Printing Software will work. Then it explains how to install the PhaserLink Remote Internet Printing client software. Typically, the network and printer configuration tasks are performed by a System Administrator.

## System requirements

For this software release, the client software is available only for Windows 95.

The client software requires an SMTP-capable email server/forwarder through which the client software on your PC can send email.

Printers used with PhaserLink Remote Internet Printing Software need one of the following:

- PhaserShare Series B Ethernet Interface
- PhaserShare Series B 10/100 Mbps Ethernet Card
- PhaserShare Series B Token Ring Card

PhaserLink Remote Internet Printing Software on each printer requires a POP3-capable email server from which it can retrieve email.

# Overview of setup and installation

Before you can send print jobs to a printer through PhaserLink Remote Internet Printing Software, complete these steps:

1. Locate an SMTP email server to which the client software on your PC can connect when sending email. For the fundamentals of email server configuration, see "Understanding PhaserLink Remote Internet Printing Software fundamental concepts" on page 2.
2. Establish an email account on a POP3 email server for each printer you want to use with PhaserLink Remote Internet Printing software. For the fundamentals of email server configuration, see "Understanding PhaserLink Remote Internet Printing Software fundamental concepts" on page 2.
3. Configure each printer you intend to use as a remote printer. This step is described on page 8.
4. Install the client software on each PC that will send print jobs to remote printers. This step is described in "Installing the client software" on page 14.

# Configuring your printers

Before you begin the printer configuration process, be sure you have identified the following for each printer you will be configuring:

- Numeric IP address (not the DNS name) of the POP3 email server to which the printer will send email
- Printer's email ID on the POP3 email server
- The POP3 email server password

If you do not know these items, refer to the discussion in "Understanding PhaserLink Remote Internet Printing Software fundamental concepts" on page 2 for more details, or contact your System Administrator or other source of technical support at your company.

Configure each printer that you intend to use with PhaserLink Remote Internet Printing Software. See the following topics for details:

- "Printer configuration for Phaser 850 printers" on page 9.
- "Printer configuration for Phaser 840, 740, 780, and 360 printers" on page 9.

## Printer configuration for Phaser 850 printers

Use the PhaserLink Remote Internet  Printing web page.  To access this web page, follow these steps:

1. Enter the printer's URL into a web browser.  The printer's URL is:

   **http://***printer's-IP-address***/**

   where *printer's-IP-address* is the IP address or DNS name you set during TCP/IP configuration.

   - Example using IP addess:  **http://192.1.1.1/**
   - Example using DNS name: **http://Tektronix_Marketing/**

2. On the left side of the page, click **Settings.**
3. Under **INTERFACES,** click **Remote Internet Printing.**
4. Follow the instructions on the page for setting up Remote Internet Printing.

## Printer configuration for Phaser 840, 740, 780, and 360 printers

Use the PhaserLink Printing web page.  To access this web page, follow these steps:

1. Open the web browser that you want to use.
2. Enter the following URL: ***IP-address***, where *IP-address* is the IP address for the printer you are configuring.
3. Click **Configuration**.  Click **View and Configure Interface Settings**.  Click **View and Configure PhaserLink Printing Settings**.

**NOTE**

To jump directly to the View and Configure PhaserLink Printing Settings page, you can enter the complete URL:  **IP-address/netconfig_plprint.html**.

Set the various options on the View and Configure PhaserLink Printing Settings web page.  The following sections give an explanation of the required and optional fields for the Phaser 840, 740, 780, and 360 printers:


- "Required fields on the PhaserLink Printing Settings web page" on page 10.
- "Fields required for email status messages" on page 10.
- "Optional fields on the PhaserLink Printing Settings web page" on page 11.
- "Applying your changes" on page 11.

## Required fields on the PhaserLink Printing Settings web page

- **POP3 Server IP Address:** Enter the numeric IP address (not a DNS name) for the printer's POP3 email server. If this field is blank, PhaserLink Printing Software looks for a POP3 server at the printer's SMTP email server IP address (the server that the printer sends email *to*).

  For the printer to use the SMTP email server IP address, you must have configured the printer's email account with a gateway address; see "Email accounts" on page 3 and your email system's documentation for details.

- **POP3 User Name:** Enter the printer's email ID. This is an email account name on the POP3 email server. This is the same email address you enter for the printer in the Destination Manager, as described on page 17.

- **POP3 Password:** Enter the printer's POP3 password. Do not confuse the POP3 password with the PhaserLink Printing job password. The POP3 password provides access to the POP3 *email server*; the PhaserLink Printing job password provides access to the *printer*.

- **Printer Name:** Enter the printer name. The printer name should match the printer name specified in the Destination Manager (as described on page 17).

## Fields required for email status messages

**NOTE**

The SMTP fields are required only if you want email responses sent back from PhaserLink Printing Software (such as error or job tracing messages). Because these messages are useful, you should provide values for these fields.

The following fields relate to the SMTP email server to which the printer (not the client PC) is connected. Refer to the diagrams on page 4 and page 5 and their accompanying explanations for more information.

- **SMTP Server IP Address:** Enter the numeric IP address (not a DNS name) for the printer's SMTP email server. This SMTP email server is the server to which the printer will send status messages.

**NOTE**

This machine must be on the same side of the firewall as the printer.

- **SMTP Domain Name:** Enter the printer's SMTP email server domain name (such as **mycompany.com**).

- **SMTP Reverse Path:** Enter an email address that will be used in case the **From:** and **Sender:** email addresses in the email message are invalid. Supplying a value for this field prevents the printer from being sent bounced SMTP email. For example, you could set it to **phaserlinkmaster@mycompany.com**. Whatever you set this field to, it should be an email address that is always valid, so undeliverable email is not returned to the printer.

## Optional fields on the PhaserLink Printing Settings web page

- **PhaserLink Printing Enabled:** Choose **Yes** if you want to use PhaserLink Printing Software with this printer. Choose **No** to disable PhaserLink Printing Software for this printer.
- **POP3 Polling Interval:** Specify how often (in minutes) you want PhaserLink Printing Software to check for new messages on the printer's POP3 email server. The default value is 3 minutes; the maximum value is 32767 minutes.
- **PhaserLink Printing Job Password:** Enter the password for the printer, if it has one. If you enter a password in this field, it should match the password set for the printer in the Destination Manager (as described on page 19). (Do not confuse this password with the POP3 password described on page 10, which provides access to the POP3 email server.)
- **Allow PhaserLink Printing Jobs from (Hosts):** If you want to limit access to the printer to selected hosts, enter the IP addresses of those hosts in this field. Separate multiple hosts with a single space. The maximum number of characters you can specify in this field is 256. This field is case-insensitive. Leaving this field blank implies unrestricted access to the printer.
- **Allow PhaserLink Printing Jobs from (Users):** If you want to limit access to the printer to selected users, enter the user IDs in this field. Separate multiple IDs with a single space. The maximum number of characters you can specify in this field is 256. This field is case-insensitive. Leaving this field blank implies unrestricted access to the printer.
- **System Location:** Enter the printer's location, such as **Building R, Room 360**. If you are unsure of the printer's location, contact your System Administrator.
- **System Contact:** Enter the name (not an email address) of the person who will receive the print jobs from this printer.

## Applying your changes

1. On the View and Configure PhaserLink Printing Settings web page, click the **Do/Apply** button.
2. If a PhaserLink password has been set, supply that password in the **Validation Password** field on the View and Configure PhaserLink Printing Settings web page. See your *PhaserShare Networking Manual* on your printer's software CD-ROM for more information.

Chapter

3

# Installing and Configuring PhaserLink Remote Internet Printing Software

After you install the PhaserLink Remote Internet Printing client software, use the Destination Manager to set up and organize Internet-connected printers and groups of printers. Once you have completed this task, you can print to Internet-connected printers and groups of printers from a Windows application, just as you would print to any printer installed on your system. See Chapter 4 for details on printing.

**NOTE**

Unless you are familiar with Internet addresses, passwords, and other details of your printers, network, and Internet connection, you will probably want your System Administrator to help you use the Destination Manager to set up your Internet-connected printers.

Using the Destination Manager involves these steps:

1. Add each available Internet-connected printer to the **Internet-connected Printers** list.
2. Create groups of printers in the **Internet-connected Groups of Printers** list.

# Installing the client software

Before you begin the installation process, be sure you have identified the following for each PC on which you are installing the client software.

If you do not know these items, refer to the discussion in "Understanding PhaserLink Remote Internet Printing Software fundamental concepts" on page 2 for more details, or contact your System Administrator or other source of technical support at your company.

- **The IP address of the SMTP email server to which the client software will send email**: When prompted for the **SMTP Hostname** during installation, enter this IP address. You can enter either the numerical IP address (such as **123.45.67.89**) or the DNS name (such as **mycompany.com**) for the email server. If you specify a DNS name, be sure that the client is configured to use DNS to resolve the DNS name to a numeric IP address. Also, be sure that the client email account is configured to include the gateway address (the IP address of the router).
- **The email ID of the person who will receive status messages about the email print jobs**: When prompted for the **Administrative E-mail Address**, enter this email address. For example, the ID might be **somebody@mycompany.com**.

1. Start Windows on your workstation.
2. Insert the printer's CD-ROM into your computer's CD-ROM drive.
3. The CD-ROM is auto-running. If you have this feature turned off, run the file **SETUP.EXE**, using the Windows Run dialog box. (To access the Run dialog box, click on the **Start** button, then click on **Run**.)
4. Click **Install Printer Driver**.
5. At the Select Installation Type dialog box, select **Custom Install**.
6. In the Choose Components and Sub-components dialog box, check the boxes for **Drivers** and **Remote Printing**. Select other options as desired.
7. Follow the instructions displayed on the screen to finish the installation.

From a default installation, you can launch the Destination Manager by selecting **Start > Programs > Tektronix PhaserLink Remote Internet Printing > Destination Manage**r. The installation process creates on your desktop a shortcut to the Destination Manager.

**NOTE**

If you need to uninstall PhaserLink Remote Internet Printing Software, select **Start > Programs > Tektronix PhaserLink Remote Internet Printing > unInstall PhaserLink Remote Internet Printing**. This uses the standard Windows InstallSheild uninstall program.

# Getting to know the Destination Manager

From a default installation, you can launch the Destination Manager by selecting **Start > Programs > Tektronix PhaserLink Remote Internet Printing > Destination Manage**r. The Destination Manager opens, ready for your input. (See your operating system documentation for details on how to open program groups and launch applications.)

Before you begin to work with the Destination Manager, it will be helpful to understand the various sections of the window.

As with most Windows applications, there is a menu bar at the top of the window and a toolbar beneath the menu bar.

### Explanation of the Destination Manager tools

| Tool | Meaning | Tool | Meaning |
|---|---|---|---|
| | Add a printer to the **Internet-connected Printers** list | | Create a new group of printers |
| | Import existing information into the Destination Manager | | Export all or a portion of your Destination Manager information to another file |
| | Print the Destination Manager information | | Display the help menu |
| | Display context-sensitive help for the Destination Manager window | | |

You can choose not to display the toolbar; see "Displaying and suppressing the toolbar" on page 25 for instructions.

The main part of the Destination Manager window displays information about the Internet-connected printers and groups of printers available to you. The window is divided into two parts: a left pane and a right pane, similar to how the Windows Explorer is divided. Initially, the Destination Manager shows only the information in the following illustration:

After you add printers and groups, the left pane lists all printers and groups; the right pane displays different information, depending on what you select in the left pane:

- If a printer is selected in the left pane, the right pane displays the printer information, such as name and description.
- If a main group is selected in the left pane, the right pane displays any subgroups and printers that are members of that group.
- If a subgroup is selected in the left pane, the right pane displays the printers that are members of that subgroup. (See "Creating subgroups" on page 31 for instructions on creating subgroups.)

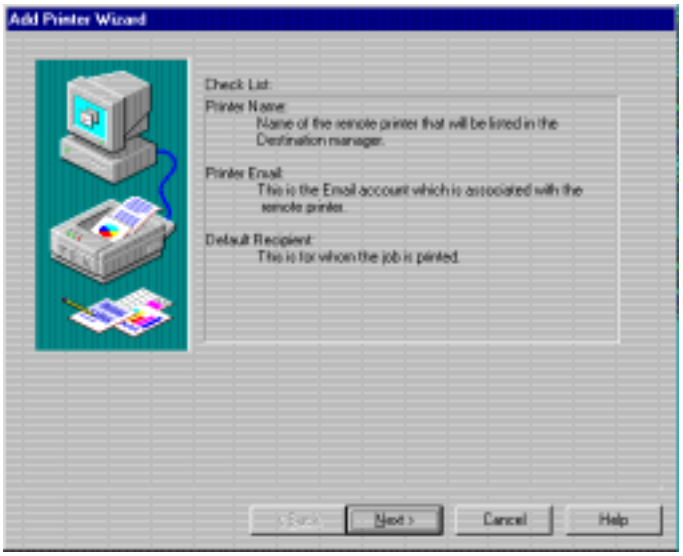
At the bottom of the Destination Manager window is a status bar. This area displays messages, such as information about the tools on the toolbar. You can choose whether this status bar is displayed; see "Displaying and suppressing the status bar" on page 25 for instructions.

If you need help while using the Destination Manager, access on-line help by clicking Help in the menu bar, or clicking the Help tool on the toolbar.

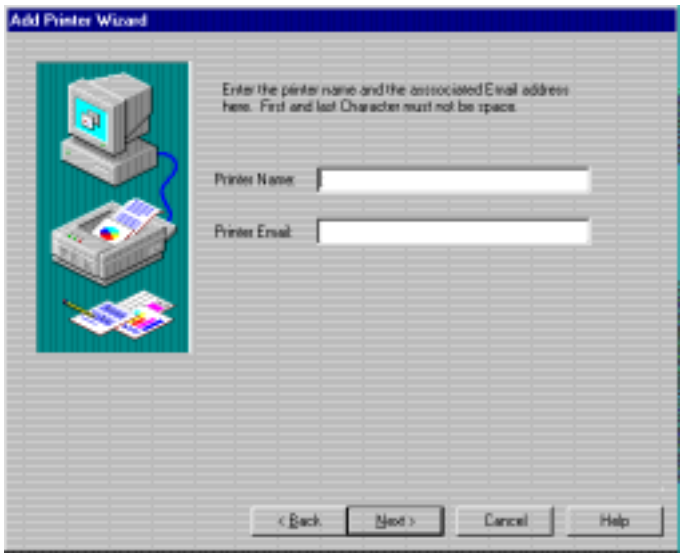
# Adding an Internet-connected printer

It is important to tell the Destination Manager about an Internet-connected printer before you try to send jobs to the printer. To add a printer to the **Internet-connected Printers** list, follow these steps:

1. Start the Destination Manager.
2. In the main menu, click **File**. Next, click **New**. Now click **Add Printer**. Alternatively, click the New Printer tool on the toolbar. This opens the Add Printer Wizard. Click **Next**.


Add Printer Wizard
Check List:
Printer Name:
Name of the remote printer that will be listed in the Destination manager.
Printer Email:
This is the Email account which is associated with the remote printer.
Default Recipient:
This is for whom the job is printed.
< Back
Next >
Cancel
Help

3. In this dialog box, enter the printer name and the printer email address. Use a descriptive name, such as **1st Floor 360** or **Oslo 360**. This is the printer name that appears in the Destination Manager window shown on page 16. Click **Next**.


Add Printer Wizard
Enter the printer name and the associated Email address here. First and last Character must not be space.
Printer Name:
Printer Email:
< Back
Next >
Cancel
Help

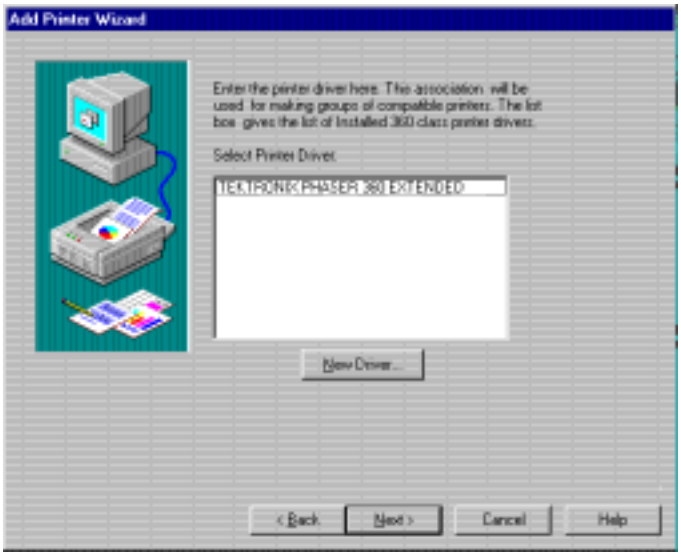
4. In this dialog box, choose a printer driver for the printer. Click the down arrow next to the entry field, and select the appropriate printer driver for the printer.

   If the driver you want to use is not listed, click **New Driver**. In the resulting dialog box, navigate to the folder that contains the driver you want to use, click the driver's name, then click **Select**. Now the driver appears in the drivers list; click the driver's name to select it.

**NOTE**

The Add Printer Wizard looks for .INF files (not .PPD) files, so be sure to select the appropriate .INF file (such as **tek.inf**) for the printer driver you want to use.

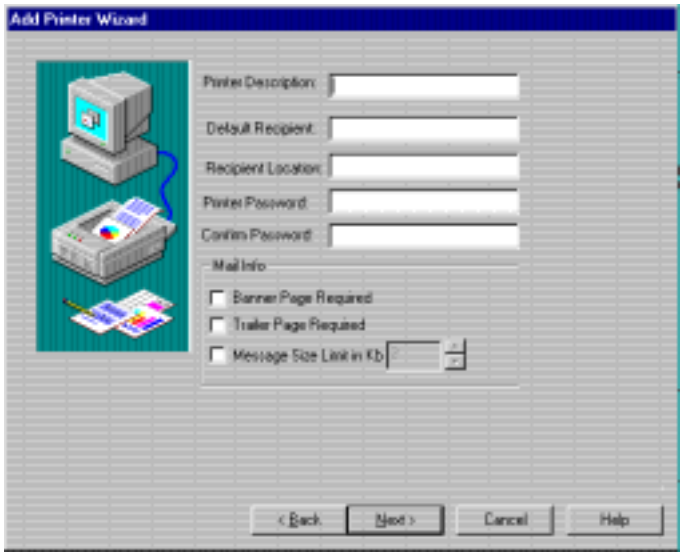
Click **Next**.


Add Printer Wizard
Enter the printer driver here. This association will be used for making groups of compatible printers. The list box gives the list of installed 360 class printer drivers.
Select Printer Driver
New Driver...
< Back
Next >
Cancel
Help

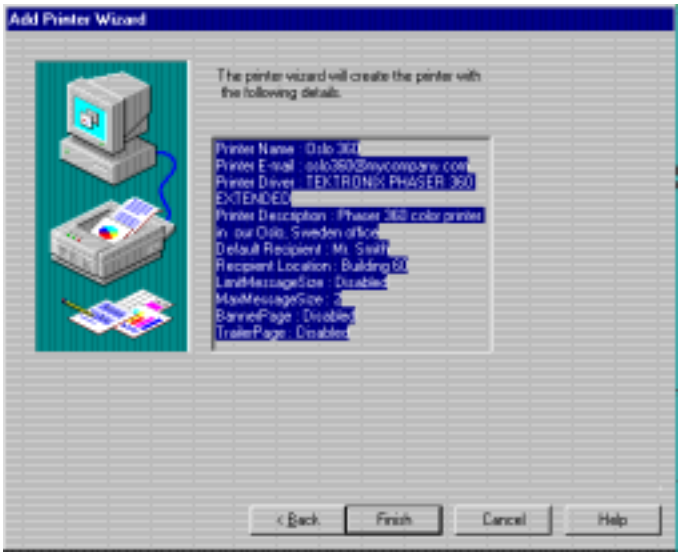
**5.** This dialog box prompts you for the following information:

- **Printer Description:** Enter a text string that describes the printer. For example, you might enter **Phaser 360 color printer in our Oslo, Sweden office**. The text string can be a maximum of 180 characters.
- **Default Recipient:** Enter the name of the person who is to receive the print job. This information is printed on a banner page that accompanies the print job. (A banner page is a page that precedes the actual print job.)
- **Recipient Location:** Enter a text string that describes the physical location of the **Default Recipient**. This information is printed on a banner page that accompanies the print job.
- **Printer Password:** Enter the password for the printer. If the printer has no password, leave this field blank. This password should match the PhaserLink Printing Job Password entered in the printer via PhaserLink Software.
- **Confirm Password:** Enter the printer password again.
- **Banner Page Required and Trailer Page Required:** Select one or both, as appropriate for jobs printed on this printer. (A trailer page is similar to a banner page, except that trailer pages are printed after the print job.)
- **Message Size Limit in Kb:** Select the check box and enter a value in the field. The message size limit is the maximum number of bytes a message can contain.
  Various components of the network and Internet communication configuration can affect message size limits. For example, any firewalls the message passes through may have message size limits, as may the Internet Service Provider the Internet connection uses; set this value between 2 to 100 Kbytes. However, the value you use will be unique to your email system. If you are unsure of the message size limits for your system, you may have to perform some trial messages until you find the cut-off limits.

Click **Next**.



6. This screen summarizes all the information you have supplied. Verify that all fields are correct. If not, use the **Back** button to return to the appropriate screen and correct the information.


Add Printer Wizard
The printer wizard will create the printer with the following details.
Printer Name : Oslo 360
Printer E-mail : oslo360@mycompany.com
Printer Driver : TEKTRONIX PHASER 360 EXTENDED
Printer Description : Phaser 360 color printer in our Oslo, Sweden office
Default Recipient : Ms. Smith
Recipient Location : Building 60
LimitMessageSize : Disabled
MaxMessageSize : 0
BannerPage : Disabled
TrailerPage : Disabled
< Back
Finish
Cancel
Help

7. When all the information is correct, click **Finish**.

   If you clicked **New Driver** in Step 4, a dialog box appears, asking you to select the appropriate .PPD file for the driver you selected. Click the driver name, then click **OK**. This dialog box does not appear if you did not click **New Driver** in Step 4.

When you've completed these steps, the printer is listed in the **Internet-connected Printers** list. If necessary, click the plus sign (+) next to the list to expand the list (or double-click the list name). Your display should look similar to the following illustration:

Repeat these steps for each Internet-connected printer you want to add. You can add printers at any time; you do not have to add them all at once.

## How the Internet-connected Printers list relates to the Windows Printers folder

Each printer and group you add to the **Internet-connected Printers** list is also added to the Windows Printers folder.

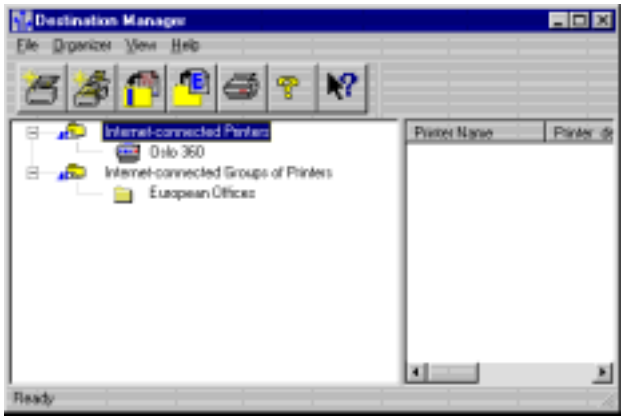
# Adding groups of Internet-connected printers

Once you have added some Internet-connected printers, you are ready to create groups of printers for distributing your print jobs.

A printer group consists of one or more Internet-connected printers, and can contain subgroups. (For information on creating subgroups, see "Creating subgroups" on page 31.) All printers in a group should use a similar printer driver.

1. Start the Destination Manager.
2. In the main menu, click **File**. Next, click **New**. Now click **Add Group**. Alternatively, click the New Group tool on the toolbar. The New Group dialog box appears:

3. Enter the group's name and the group's description, then click **OK**. The group is added to the **Internet-connected Groups of Printers** list. If necessary, click the plus sign (+) next to the **Internet-connected Groups of Printers** list to see the group (or double-click the list name). Your display should look similar to the following illustration:




4. Repeat these steps for each group you want to add. The next step is to add printers to each group; see page 23.

## How the Internet-connected Groups of Printers list relates to the Windows Printers folder

Each group you add to the **Internet-connected Groups of Printers** list is also added to the Windows Printers folder.

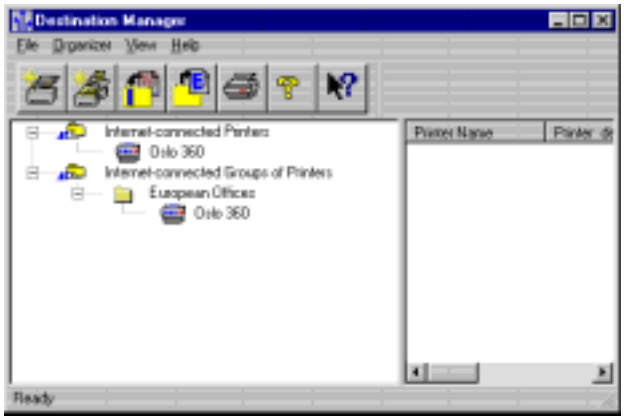
# Adding printers to a group

A group can have an unlimited number of printers. All printers in a group should use a similar printer driver.

1. Start the Destination Manager.
2. Select the printer you want to add to a group by clicking it in the **Internet-connected Printers** list.
3. Drag and drop the printer onto the group to which you want to add it. If the added printer's driver is incompatible with the group driver, a warning dialog box appears. From this dialog box, you can choose one of the following:

   - Cancel the add printer operation
   - Change the group's driver to the added printer's driver
   - Ignore the warning

   If you choose to ignore the warning, the group's printer driver is used, regardless of what printers the job is actually printed on. Note that this may cause your document to be printed incorrectly in some cases, if the group's printer driver does not support printing features used by the document.
4. If necessary, click the plus sign (+) next to the group's name (or double-click the group's name) to see the group's printers. Your display should look similar to the following illustration:




5. Repeat these steps to add printers to all your groups. You can add a printer to a group at any time; you do not have to add all printers at once.

# Deleting printers and groups

You can delete a printer from a single group, or from the **Internet-connected Printers** list (which also deletes the printer from all groups of which it was a member). Similarly, you can delete a group. The scope of the deletion is as follows:

- If you select a printer in a group then delete it, only that instance of the printer is deleted. The printer remains in the **Internet-connected Printers** list.
- If you select a printer in the **Internet-connected Printers** list then delete it, all instances of that printer in all groups is deleted. The printer is also deleted from the Windows Printers folder.
- If you select a main group then delete it, all instances of that group, including subgroup instances, are deleted.
- If you select a subgroup then delete it, only that instance of the group is deleted. The main group remains.

1. Start the Destination Manager.
2. Select the instance of the printer or group you want to delete.
3. In the main menu, click **Organizer**. Then click **Delete Printer/Group**. Alternatively, right-click the printer or group you want to delete, then in the popup menu, click **Delete**.

   Depending on whether you selected a printer or a group, either the Delete Printer or Delete Group dialog box appears. Here is a sample Delete Group dialog box:

4. Whichever dialog box appears, click **OK** to delete the printer or group, or click **Cancel** to cancel the delete.

**NOTE**

Always use the Destination Manager to delete Internet-connected printers instead of using the Windows Printers window. If you use the Windows Printers window to delete an Internet-connected printer, this change is not reflected in the Destination Manager.

# Requesting a printer's status

Before you send a print job to a printer, you may want to make sure that the printer is available. You can get a printer's status in the form of email messages from the printer.

1. Start the Destination Manager.
2. Double-click the printer on which you want a status report.
3. In the resulting dialog box, click **Get Status**. This causes an email message to be sent to the email address you specified when you installed the PhaserLink Remote Internet Printing Software.

**NOTE**

If you want to change this email address, use the Communication Setup dialog box, as described in "Receiving printer status email messages" on page 36.

# Controlling the appearance of the Destination Manager

As with most Windows applications, you can adjust the appearance of the Destination Manager, such as choosing whether the toolbar and status bar are displayed.

## Displaying and suppressing the toolbar

The toolbar contains icons that represent commonly used commands. By default, the toolbar is displayed.

- **To suppress the toolbar:** In the Destination Manager's main menu, click **View**. Then click **Toolbar**. The check mark next to the **Toolbar** menu choice disappears and so does the toolbar.
- **To redisplay the toolbar:** In the Destination Manager's main menu, click **View**. Then click **Toolbar**. A check mark next to the **Toolbar** menu choice appears and the toolbar is displayed.

## Displaying and suppressing the status bar

The status bar is a field at the bottom of the Destination Manager window that displays a brief explanation of each tool icon in the tool bar, as well as other messages. By default, the status bar is displayed.

- **To suppress the status bar:** In the Destination Manager's main menu, click **View**. Then click **Status Bar**. The check mark next to the **Status Bar** menu choice disappears and so does the status bar.
- **To redisplay the status bar:** In the Destination Manager's main menu, click **View**. Then click **Status Bar**. A check mark next to the **Status Bar** menu choice appears and the status bar is displayed.

# Closing the Destination Manager

In the main menu, click **File**. Then click **Exit**. All changes you have made are automatically saved.

Chapter

# 4 Printing with PhaserLink Remote Internet Printing Software

Printing to a remote printer using PhaserLink Remote Internet Printing Software is similar to printing on any printer installed on your system, except for one extra step: after you select the printer and click **Print** in your application's Print dialog box, the Print Redirector appears.

1. In your Windows application, select the **Print** command.
2. In the Print dialog box, select the appropriate printer or group from the list of printers.
3. When the Print Redirector dialog box appears, modify the destination and job parameters as necessary. See "Using the Print Redirector" on page 28 for more information.
4. To send the print job, click **OK**.
5. A message appears indicating that the print job was sent successfully.

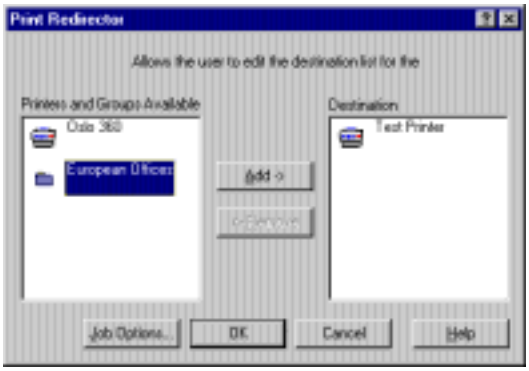
**NOTE**

If your print job is very large, you may have to break it up into smaller pieces and send each piece separately. See the discussion of message size limits on page 19 for more information.

# Using the Print Redirector

When the Print Redirector dialog box appears, you can change the distribution of your print job. For example, you can send it to a different group or printer, or change the job parameters.

The following illustration shows a sample Print Redirector window (yours will look slightly different because you will have different groups and printers defined):




The right pane lists the printer or group you chose from the Print dialog box; the left pane lists the printers and groups with same driver as the selected printer or group.

You can modify the destination list and the job parameters, as described in the following sections. Once you have adjusted the destination list and job parameters to your satisfaction, click **OK** to send the print job.

## Adding groups and printers to the destination list

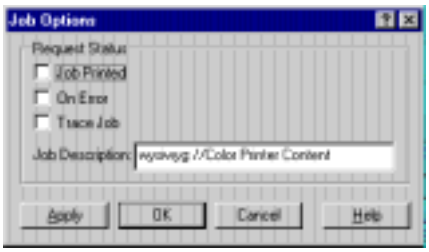
1. In the left pane, select the group or printer.
2. Click **Add**.

## Removing groups and printers from the destination list

1. In the right pane, select the group or printer.
2. Click **Remove**.

## Setting options for the current job

You can override the default job options by clicking the **Job Options** button; this opens the Job Options dialog box:




In this dialog box, you can change the three types of status email messages you receive:

- **Job Printed**: Sends a status message only when the print job has finished.
- **On Error**: Sends a status message if the printer encounters an error condition (such as out of paper).
- **Trace Job**: Sends status messages indicating the following:
  - The printer receives a piece of split mail
  - The printer has received the entire set of split mails
  - Printer status
  - Job done
  - On error.

  **Trace Job** is used mainly by the System Administrator to debug a job in case of errors.

The job description appears in the **Job Description** field. You can modify this name if you want; the value you enter can be a maximum of 80 characters. Although filling in this field is not required, it is recommended, because this name identifies the job in status messages.

The values you select in the Job Options dialog box from the Print Redirector override any job option settings you have made via the Job Options dialog box accessed through the **Organizer** menu in the Destination Manager.

When you have chosen the settings you want, click **Apply** or **OK**:

- **Apply** sets the options for the current job and also changes the default Destination Manager configuration file option settings. That is, the next time you access the Job Options dialog box from the Destination Manager **Organizer** menu, the options will reflect the changes you made from the Print Redirector.
- **OK** affects only the current job; it does not affect the default job option settings.

**NOTE**

If Destination Manager is running at the same time you click **Apply** in the Job Options dialog box from the Print Redirector, whichever application updated the configuration file last has precedence.

Chapter

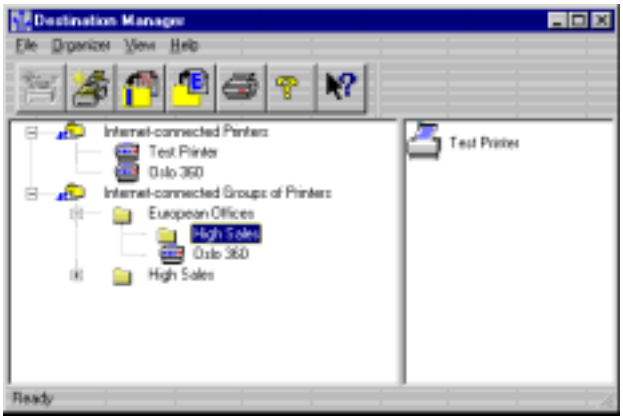
# 5 Using Advanced Features

Chapter 3 provided the basic information about using the Destination Manager. This chapter discusses more advanced tasks, such as creating subgroups and modifying printer properties. Do not attempt the tasks covered in this chapter until you have fully mastered the earlier chapters of this book.

## Creating subgroups

A group of printers can contain a subgroup of printers. A subgroup must already exist as a main group as well. To add a subgroup to a group, follow these steps:

1. Start the Destination Manager.
2. Select the group you want to add as a subgroup by clicking it in the **Internet-connected Groups of Printers** list.
3. Drag and drop the group you want to add onto the target group. If necessary, click the plus sign (+) next to the main group to see the printers and subgroups (or double-click the group name). Your display should look similar to the following illustration:




4. Repeat these steps to add other subgroups to groups.

**NOTE**

Before you can add a subgroup to a group, the subgroup must contain at least one printer. All printers in a subgroup should use similar printer drivers.

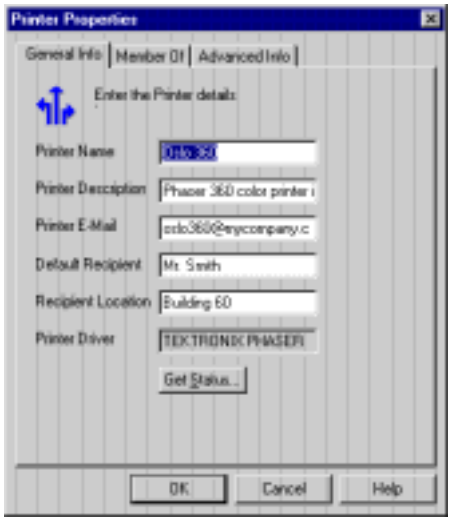
# Viewing and modifying printer properties

1. Start the Destination Manager.
2. In the **Internet-connected Printers** list, select the printer.

**NOTE**

As an alternative to Steps 1 and 2, you can double-click a printer in the Internet-connected Printers list.

3. In the main menu, click **Organizer**. Then click **Properties**. Alternatively, right-click the printer; then in the popup menu, click **Properties**. This displays the **General Info** tab of the Printer Properties dialog box. Here, you can determine or change such basic printer properties as printer name, printer email, default recipient, and so on. You can also click **Get Status** to receive an email message that tells you the printer status. (For more instructions on receiving printer status messages, see "Receiving printer status email messages" on page 36.)



4. To see what groups and subgroups the printer is a member of, click the **Member Of** tab in the Printer Properties dialog box. You cannot change the group membership of the printer from this dialog box; this information is read-only.

5. The **Advanced Info** tab of the Printer Properties dialog box lets you set the printer password. The **Mail Info** options control whether the printer prints a banner and/or trailer page with each print job and set the message size limit. For a full explanation of these options, see Step 5 of adding a new Internet-connected printer to the Destination Manager, on page 19.

6. To close the dialog box, click **OK**.

**NOTE**

Always use Destination Manager to change an Internet-connected printer's properties. If you use the Windows Printers window to change an Internet-connected printer's properties (such as changing the port), these changes are not reflected in the Destination Manager.

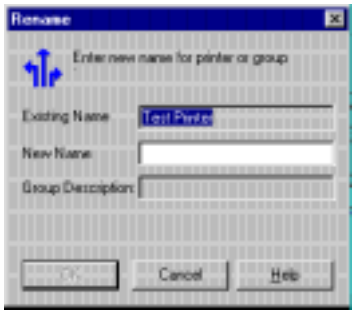
# Viewing group properties

1. Start the Destination Manager.
2. In the **Internet-connected Groups of Printers** list, click the group for which you want to see properties.
3. In the main menu, click **Organizer**. Then click **Properties**. Alternatively, right-click the group name. In the popup menu, click **Properties**; this opens the Group Properties dialog box:

4. To close the dialog box, click **OK**.

# Renaming printers and groups

1. Start the Destination Manager.
2. In the **Internet-connected Printers** list, click the printer. Or, in the **Internet-connected Groups of Printers** list, click the group.
3. In the main menu, click **Organizer**. Then click **Rename Printer/Group**. Alternatively, right-click the printer or group you want to rename. In the popup menu, click **Rename**; this opens the Rename dialog box:




4. Edit the name of the printer or group, and the group's description if appropriate. When you are finished, click **OK**.

If you rename a printer, all instances of that printer in all groups are renamed. If you rename a group, any instance of that group as a subgroup are renamed as well. In addition to updating the information in the Destination Manager, PhaserLink Remote Internet Printing Software also updates the information displayed in the Windows Printers folder.

**NOTE**

To change a printer's description, edit the printer's properties, as described in "Viewing and modifying printer properties" on page 32.

# Receiving printer status email messages

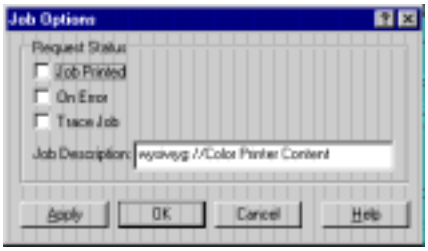
Printer status messages are sent to the email address that was specified when the PhaserLink Remote Internet Printing Software was installed. However, this recipient can be changed by using the Communication Setup dialog box. Printer status messages contain information about the status of the job — what information is reported in the messages is specified in the Job Options dialog box, as described in "Setting job options" on page 36.

1. Start the Destination Manager.
2. In the main menu, click **Organizer**. Then click **Communication Setup**; this displays the Communication Setup dialog box:

3. Enter the IP address or DNS name of your system email server. For example, you could enter **123.45.67.89** or **mycompany.com**.
4. Enter your email address.
5. To close the dialog box, click **OK**.

# Setting job options

You can control the type of printer status messages that are sent for a job through the Job Options dialog box. To open this dialog box, in the main menu, click **Organizer**. Then click **Job Options**; the dialog box appears:



A description of the print job appears in the **Job Description** field. The value of this field can be a maximum of 80 characters.

You can choose to have printer status messages sent in one or more of the following situations:

- **Job Done** indicates you receive an email message when the job has finished printing.
- **On Error** indicates you receive an email message when there is a problem with the printer, such as out of paper.
- **Trace Job** indicates you receive an email message indicating the following:
  - The printer receives a piece of split mail
  - The printer has received the entire set of split mails
  - Printer status
  - Job done
  - On error.

  **Trace Job** is used mainly by the System Administrator to debug a job in case of errors.

Select the appropriate options for your print jobs, then click **Apply** or **OK**:

- **Apply** causes the changes to take effect immediately, but does not close the dialog box.
- **OK** changes the default settings in the Destination Manager configuration file, but these changes do not take effect until you restart the Destination Manager. **OK** also closes the dialog box.

The options you set using this dialog box become the default values for all printers and groups. You can override the option values for a particular print job from the Print Redirector, as described in "Setting options for the current job" on page 29.

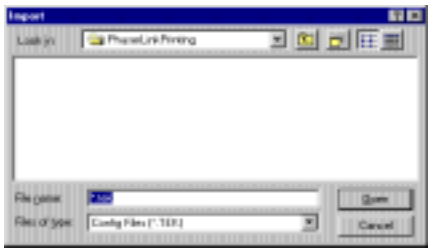
# Sharing Destination Manager information

The Destination Manager information for each user is stored in a configuration file. It is possible to share Destination Manager information by either importing someone else's information into yours, or exporting all or a portion of your information to a new file for someone else to import.

One useful application of importing and exporting is when you are printing to printers on a different network. If these printers have already been added to a Destination Manager configuration file, then all you have to do is import that information into your copy of Destination Manager — there is no need to recreate and reconfigure the printers.

## Importing Destination Manager configuration files

1. Start the Destination Manager.
2. In the main menu, click **File**. Then click **Import**. Alternatively, click the Import tool on the toolbar; this opens the Import dialog box:



3. Use the Import dialog box as you would use any Windows Open dialog box. Once the **File name** field contains the name of the configuration file you want to import, click **Open**.

**NOTE**

The Import dialog box lists only those files with a .tek file extension. If you want to import a file with a different extension, you must type the entire file name in the **File name** field.

The imported configuration file becomes part of your configuration file. Any duplicate groups and printers are ignored; only unique printers and groups are added to your file.

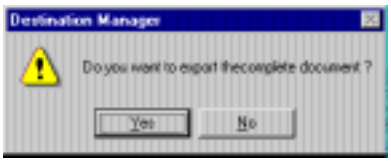
**NOTE**

You can import only entire configuration files; you cannot import a portion of a configuration file.

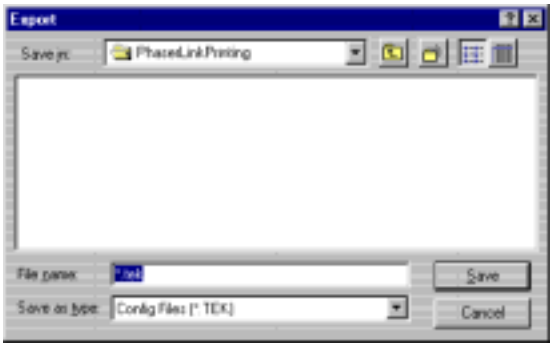
## Exporting Destination Manager configuration files

If you want to share all or a portion of your Destination Manager configuration file with someone else, export it to a new file; then the other person can import that file.

1. Start the Destination Manager.
2. If you are exporting the entire file, skip to Step 3. If you want to export only a portion of the file, select the printer or group you want to export. You can select only one printer or one group at a time.
3. In the main menu, click **File**. Then click **Export**. Alternatively, click the Export tool on the toolbar; you are prompted by the following message:



4. If you are exporting the entire file, click **Yes**. If you are exporting only a portion of the file, click **No**. Next, the Export dialog box opens:




5. Use the Export dialog box as you would use any Windows Save As dialog box. Once the **File name** field contains the correct target file name, click **Save**.

NOTE

The default file extension for Destination Manager configuration files is .tek; you can use other file extensions if you want.

The file is created, and can be imported by another Destination Manager user.

# Printing your Destination Manager information

You may wish to keep a written record of the various groups and printers in those groups.

1. Start the Destination Manager.
2. In the main menu, click **File**. Then click **Print**.
3. Use the resulting Print dialog box as you would any Windows Print dialog box. Once the print options are set to your satisfaction, click **Print**.

In the **File** menu, you can also click **Print Setup** to adjust your print options, as you can do in most Windows applications.

Chapter

# 6 Getting Help

## On-line support

Visit Tektronix' color printer web site for the most up-to-date information about your printer; view updated user documentation, download utility files, get answers to frequently asked questions, find a list of Tektronix dealers in your area, or contact customer support.

| | |
|---|---|
| Tektronix Color Printer web site | www.tek.com/Color_Printers/ |
| Documentation | www.tek.com/Color_Printers/userdoc/introduction.html |
| Technical support | www.tek.com/Color_Printers/support/colcare.html |
| Color use tips for novices and experts | colorize.com |
| PhaserLink software | www.tek.com/Color_Printers/support/phaserlink.html |
| TekSMART™ Knowledge Base | www2.tek.com/merlin/TKO |
| Anonymous FTP server | ftp.tek.com/Color_Printers/ |
| Email update notices | www.tek.com/Color_Printers/support/subscribe.html |

## Receiving email update notices

Register your printer on-line and sign up to receive notification by email of new printer drivers, accessories, and upgrades for your Tektronix Phaser color printer. To subscribe to this free service, follow these steps:

1. Point your web browser to the Tektronix web site:

   **www.tek.com/Color_Printers/support/subscribe.html**

2. From the pull-down list, enter your email address and select your model of Phaser color printer.

3. Click **subscribe**.

# Customer Support Centers

For more information or for getting help with troubleshooting or servicing your printer, contact your local Tektronix reseller, authorized service provider, or the following resources worldwide:

**Customer Support Centers**

**Australia**
1-800-811-177

**Austria**
0660 5804

**Belgium**
02 720 9602

**Brazil**
0800 16 0220

**Canada**
1-800-835-6100

**China**
10-6235-1230

**Denmark**
(44) 533 444

**Eastern Europe and the Middle East**
+44 1908 68187

**Finland**
0203 206 30

**France**
01 69 86 8137

**Germany**
0180 525 3535

**Hong Kong**
2585-6655

**India (South Asia)**
(91) 80-227-5577

**Italy**
02 45 287 000

**Japan**
81 3 3448 4872

**Korea**
2-528-5299

**Luxembourg**
400 847

**Netherlands**
(040) 267 0440

**New Zealand**
+61 2 9888 0100

**Norway**
(22) 723 801

**Singapore (ASEAN)**
1-800-356-5565

**Spain**
902 239 272

**Sweden**
(08) 299 071

**Switzerland**
155 9493

**Taiwan**
(02) 2757-1571

**Thailand**
2-645-4407

**U.K.**
(01) 908 681 707

**U.S.**
1-800-835-6100

All other locations: Contact local Tektronix resellers and authorized service providers or Tektronix offices.
For a list of resellers in your area, visit **www.tek.com/Color_Printers/contacts**

# TekSMART™ Knowledge Base

The TekSMART Knowledge Base, researched and maintained by Tektronix' Customer Support Center, is an extensive library of articles to help you care for and get the most from your printer.

1. From your web browser, access the TekSMART Knowledge Base web site: **www2.tek.com/merlin/TKO**

Color Printers
TekSMART™ Knowledge Base
Please select one or more of the following criteria for technical information and solutions:
Select your Color Printer:
Select your computer Environment:
Select your software Application:
Enter a search keyword:
Search
Clear
Do you have an idea to make the TekSMART knowledge base better? If so, we want to hear from you.

2. To refine the topic search, use the pull-down menus
3. Click **Search**; a list of relevant articles appears.
4. To view an article, click a title in the list.

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